

April 2024

BlueBlastSM

News Providers Can Use



 **Healthy BlueSM**
BlueChoice® HealthPlan of SC

Healthy Connections 

Assertive Community Treatment (ACT) Services

As of July 1, 2023, Assertive Community Treatment Services are covered through the South Carolina Department of Health and Human Services (SCDHHS). Please review the [Rehabilitative Behavioral Health Services \(RBHS\) Manual](#)* for updates. ACT provides a team approach to coordinate care through community-based behavioral health treatment, rehabilitation, and support of individuals with serious and persistent mental illness.

Find more information, requirements and rates for these services on the [SCDHHS website](#)*.


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Reminder: Making Corrections to Provider Enrollment Applications

My Provider Enrollment Portal (MyPEP) is our provider enrollment portal that offers a web-based solution for providers who are credentialed or are interested in credentialing with BlueCross BlueShield of South Carolina and Healthy Blue to complete the enrollment process. Since its launch in 2022, continuous upgrades and enhancements have improved the portal's performance to ensure applications meet the necessary requirements for completion.

At times, providers unknowingly submit applications that include errors or have incomplete sections. This results in the application being returned to the provider for corrections. When this happens, the provider must go into the portal and make the necessary corrections. Handwritten corrections cannot be accepted. The signature and date fields are the only fields that should be handwritten.

When corrections are made in the portal, the system tracks the corrections and applies them to the appropriate fields. The system will then generate the corrected document(s) for the case. The corrected document(s) will require signatures, initials and dates to be updated based on the changes.

Going forward, if an application is returned for corrections, be sure to complete them inside the portal to avoid any potential delays. If applications are received with handwritten corrections, they will be returned.

For questions regarding this bulletin, please contact Provider Education at 803-264-4730 or Provider.Education@bcbssc.com.

Workshops From SCDHHS

SCDHHS offers free web-based provider training opportunities to Medicaid-enrolled providers. These trainings are offered March through May 2024.

The training topics include but are not limited to the following and more:

Benefits of partnering with ProgenyHealth include:

- Medicaid basics
- Comprehensive web tool
- Claim-level adjustments
- Third-party liability (TPL)

Please review the SCDHHS website to review the training dates that meet your schedule and how to [register](#).



It's Spring time



DID YOU KNOW?

Other Health Insurance (OHI):

Healthy Blue utilizes the SCDHHS eligibility membership roster as the system of record. To avoid any delay in payments, please encourage members to update their OHI with SCDHHS as soon as they are aware of any changes by calling 888-549-0820 or visiting their local eligibility office.

Check out the [Third-Party Liability Supplement*](#) manual located on the SCDHHS website for more information.



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*Some links in this newsletter lead to third-party sites. Those organizations are solely responsible for the content and privacy policies on these sites.

The codes listed are for informational purposes only and are not intended to suggest or guide reimbursement. If applicable, refer to your provider contract or health plan contact for reimbursement information. To report fraud, call our confidential Fraud Hotline at 877-725-2702. You may also call the South Carolina Department of Health and Human Services Fraud Hotline at 888-364-3224 or email Fraudres@scdhhs.gov.